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# BIENNIAL SURVEY OF DEPOSITORY LIBRARIES: 1997 RESULTS

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February 1999

Superintendent of Documents  
Library Programs Service  
U.S. Government Printing Office  
Washington, DC 20401

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## Executive Summary

The results of the 1997 Biennial Survey, taken in late 1997, show that the Federal Depository Library Program is strong. Depository libraries are in an excellent position to assist the public in using the increasing amounts of Government information in electronic formats, while continuing to offer their traditional services with tangible products. Depository libraries have embraced the new information technologies and for the most part are well prepared to offer both on-site and remote access to electronic Government information products.

On the positive side, documents have acquired greater visibility through online public access catalogs (OPACs), maintained by 92% of the libraries. Of those with OPACs, upwards of 97% of the libraries included at least some current or retrospective depository receipts in their online public catalogs. By comparison, in 1994 only 38% of the libraries did so.<sup>1</sup>

88% of the libraries reported graphical Internet access at public access workstations, compared to 69% in 1995,<sup>2</sup> and other libraries provided access through other means (telnet, ftp, etc.). 90% reported providing GPO Access to the public through the World Wide Web.

Further access to documents was provided through the cataloging records in electronic versions of the Monthly Catalog. 50% of the libraries had the CD-ROM edition, and 85% provided the Monthly Catalog through GPO Access. 76% of the libraries reported having a Web page which included Government information as a resource, again enhancing the visibility of these materials.

91% were able to make regular hardware and software upgrades, 94% provided CD-ROM access, and 80% had computer work stations that met GPO's recommended specifications.

Although the overall picture is positive, the survey also reveals several areas that could be improved, including:

- budgeting for computer hardware and software upgrades;
- staff training in the use of Government electronic information products;
- attendance at GPO-sponsored meetings focusing on the depository program;
- promotion of the program to the public, and
- state-wide coordination of depository services through a State Plan.

11% of the libraries reported that they had no budget for computer upgrades, and 38% reported inadequate budgets for this purpose.

42% reported that staff members had rudimentary knowledge of electronic Government information products. While 48% reported staff with thorough knowledge, only 5% had plans for further training.

34% of the libraries did not have a State Plan for depository service in their state, and 13% didn't know if they had one. 80% of the libraries reported infrequent or no promotion of depository services.

In the last 3 years, 10% of the libraries had sent staff to the Interagency Depository Seminar, 38% had sent staff to the Federal Depository Conference, and 21% had sent staff to meetings of the Depository Library Council.

The depository staff would be strengthened and the public would be served better if improvements could be made in these areas. However, training, travel for meetings, and adequate budgets for computer upgrades depend on allocation of resources and funding, which may be out of the control of the depository library staff.

The 1997 Biennial survey results demonstrate that the depository libraries have allocated their resources to enhance service through technological means, notably by providing access to Government electronic products. The dedicated staff members of depository libraries are to be commended for the thoroughness with which they have responded to the challenges of a more electronic Federal Depository Library Program.

## Introduction

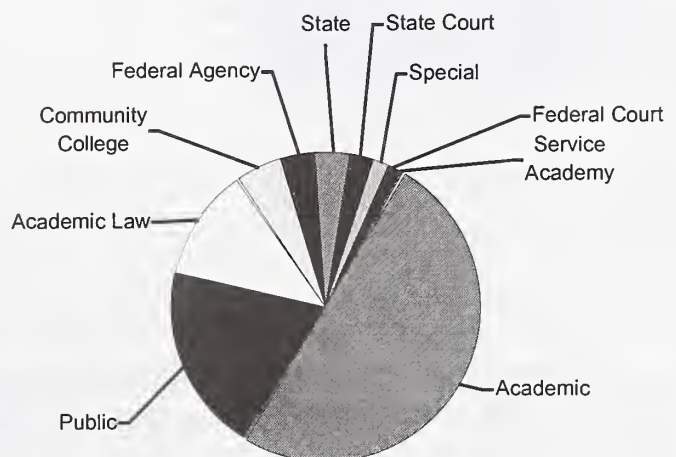
The 1997 Biennial Survey of Depository Libraries was sent to the 1363 depository libraries participating in the Federal Depository Library Program in October, 1997. The survey was conducted online via World Wide Web, and results were tabulated in a database and posted on the Federal Bulletin Board. The files, including the survey text, data conversion table, and responses in comma-delimited format, are available at <[http://fedbbs.access.gpo.gov/libs/lps\\_info.html](http://fedbbs.access.gpo.gov/libs/lps_info.html)>.

The purpose of the Biennial Survey is to report on conditions in the depository libraries. Required by law (44 USC §1909) the Biennial Survey gathers data from all the depository libraries every 2 years, supplementing the more in-depth inspections or self-studies that are performed every 6 or 7 years.

Out of 1363 depositories, 1159 or 85% returned the survey by the due date, December 1, 1997. The remainder of the libraries, except for 3 that never responded, responded by the final cutoff in February 1998. Two libraries indicated they did not intend to remain depositories and did not complete the survey. The final number of completed responses was 1358.

The chart below shows the number and percent of each type of depository library in the Federal Depository Library Program at the time of the survey. Percentages do not add up to 100 because of rounding.

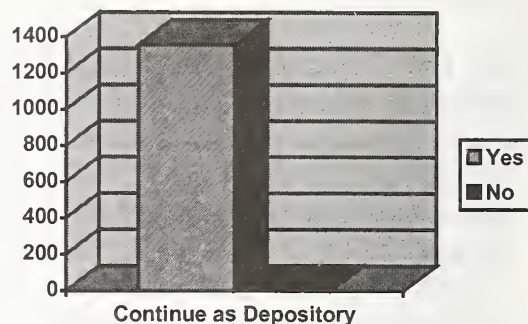
Depositories - October 1997		
Library Type	No.	%
Academic	684	50
Public	278	19
Academic Law	156	11
Community College	70	5
Federal Agency	49	4
State	45	3
State Court	37	3
Special	23	2
Federal Court	16	1
Service Academy	5	0



## Survey Questions and Responses

1. Does the library wish to continue as a depository?

	No.	%
Yes	1358	100
No	2	0

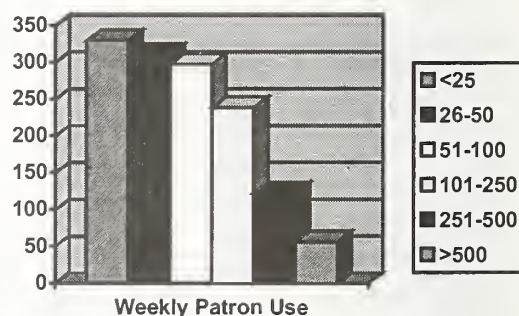


	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes	683	276	156	70	47	45	37	23	16	5
No	0	0	0	0	0	0	0	0	0	0

1358 respondents indicated they wished to continue as depositories, and 2 indicated they did not wish to continue in the program. 9 dropped out of the Federal Depository Library Program in FY 1998, and 3 libraries were added.

2. On average, how many **patrons** use the depository each week (including all incidents of use, i.e., in person, phone, fax, e-mail, etc.)? This refers to the number of people using Federal depository materials, not the number of people who enter the library. (Mark one response.)

	No.	%
1-25	330	24
26-50	311	23
51-100	298	22
101-250	239	18
251-500	123	9
>500	57	4



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
1-25	149	50	43	31	19	9	15	9	4	1
26-50	134	77	27	23	11	12	13	7	7	0
51-100	152	66	32	10	10	16	6	3	3	0
101-250	139	51	29	5	3	5	2	2	2	1
251-500	75	22	14	1	3	3	1	2	0	2
>500	34	10	11	0	1	0	0	0	0	1

87% of the libraries reported that between 1 and 250 patrons used the depository collection or services per week. By taking the middle of each of the ranges shown and multiplying by the number of respondents for that range, except the last one, an estimated total number of patrons a week can be computed.

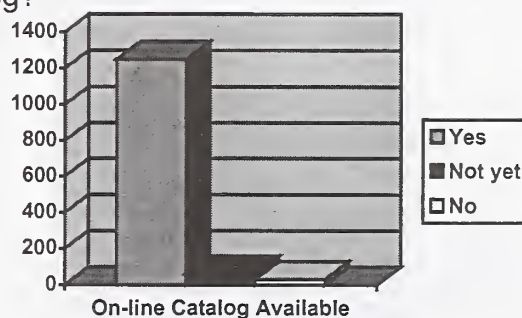
Patrons per Week, 1997		
Range	Mid-Point	Total
1-25	18	4,290
26-50	38	11,818
51-100	76	22,648
101-250	176	42,064
251-500	375	46,125
>500	500	28,500
TOTAL		155,445

Patrons per Week, 1995		
Range	Mid-Point	Total
1-25	18	3,419
26-50	38	9,462
51-100	76	19,380
101-250	176	36,960
251-500	375	43,500
>500	500	54,000
TOTAL		166,721

The estimated total of nearly 155,500 patrons a week in 1997 compares with an estimated 166,700 in the 1995 Biennial Survey<sup>3</sup> and an estimated 167,750 (for academic and public libraries only) reported in 1989.<sup>4</sup>

### 3.A Does the library currently have an on-line catalog?

- a) Yes
- b) Not yet, but in the process of acquiring an on-line catalog
- c) No



	No.	%
Yes	1269	94
Not yet	60	4
No	30	2

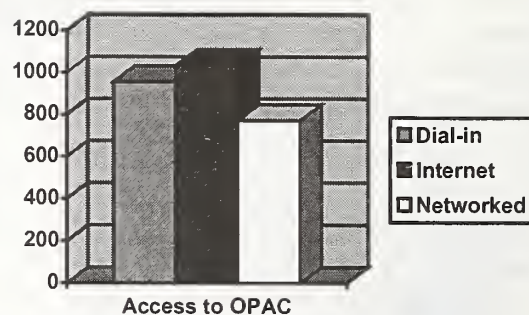
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes	660	262	153	65	42	42	21	16	3	5
Not yet	12	10	3	5	3	3	9	4	11	0
No	11	4	0	0	2	0	8	3	2	0

The high percentage, 98%, of libraries either already possessing or in the process of acquiring an online catalog, indicated that this technology was nearly universal in depository libraries.

### 3.B Does the library's on-line catalog have:

- a) Dial-in access
- b) Accessible from the Internet
- c) Networked with other libraries
- d) Not applicable

	No.	%
a	956	70
b	1034	76
c	772	57
d	166	12

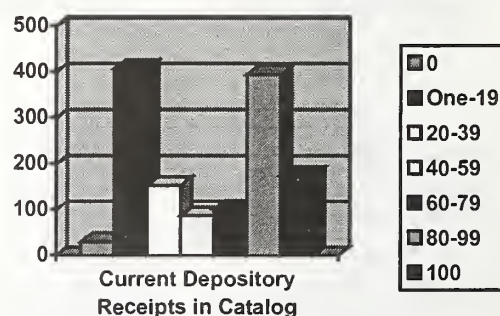


	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	539	208	115	35	8	29	8	11	1	2
b	615	161	135	46	17	39	10	10	0	1
c	433	144	97	43	11	26	9	7	0	2
d	38	33	6	15	23	3	23	7	15	3

The responses indicated that library OPACs were remotely accessible to the public. Public use of the library OPAC to identify FDLP resources may not be reflected in the question and usage statistics.

4. Estimate the percentage of **current** depository receipts (received 1996 to present) included in the library catalog: (Mark one response.)

%	No.	%
0	31	2
1 - 19	408	30
20 - 39	154	11
40 - 59	88	6
60 - 79	102	7
80 - 99	395	29
100	176	13

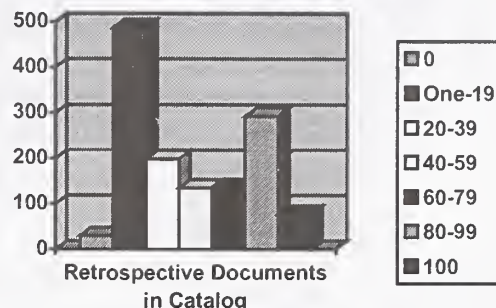


%	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
0	15	9	2	3	0	2	0	0	0	0
1 - 19	190	101	38	33	13	10	9	8	5	1
20 - 39	84	42	9	6	5	2	3	2	0	1
40 - 59	42	21	8	5	5	2	3	2	0	0
60 - 79	50	26	11	2	7	1	1	1	3	0
80 - 99	213	59	55	11	13	13	14	9	5	3
100	89	18	33	6	4	15	7	1	3	0

97% of the respondents included some of their current depository receipts in their OPACs. By way of contrast, in 1994, only 37.5% of the respondents reported loading GPO cataloging records (whether current or retrospective) into OPACs.<sup>5</sup>

5. Estimate the percentage of **retrospective** depository documents (received 1976-1995) included in the library catalog: (Mark one response.)

%	No.	%
0	30	2
1 - 19	487	36
20 - 39	199	15
40 - 59	135	10
60 - 79	136	10
80 - 99	293	22
100	78	6

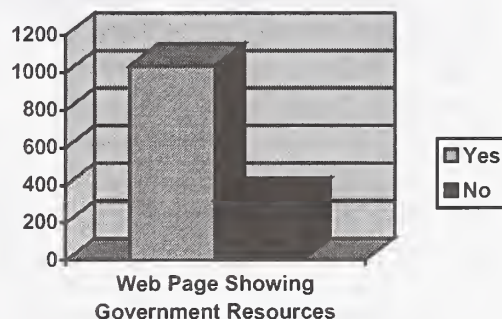


%	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
0	9	14	2	2	0	2	1	0	0	0
1 - 19	256	116	37	31	11	15	9	6	4	2
20 - 39	107	46	17	10	4	4	3	6	2	0
40 - 59	72	23	11	6	10	7	3	2	0	1
60 - 79	72	33	10	5	5	5	1	2	2	1
80 - 99	145	36	57	10	12	6	14	7	5	1
100	22	8	22	6	5	6	6	0	3	0

98% of the libraries included some retrospective depository records in their OPACs, while 28% included nearly all of the 1976-1995 documents.

6. Does the library have a World Wide Web page which includes Government information as a resource? (Mark one response.)

	No.	%
Yes	1037	76
No	321	24



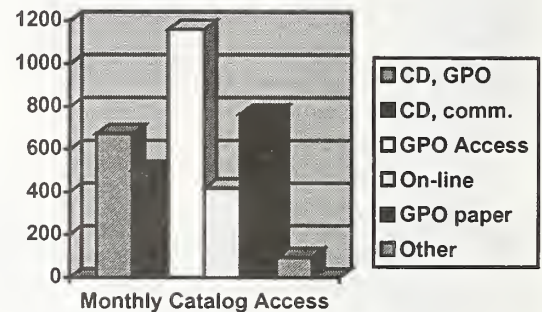
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes	603	177	117	42	26	36	19	10	4	3
No	80	99	39	28	21	9	18	13	12	2

Three-quarters of all depositories have a Web site which includes pointers to Government information resources. These resources may be in the libraries' depository collections or at remotely accessible Government agency sites.

7. How does the library provide access to the Monthly Catalog? (Mark all that apply.)

- a) CD-ROM (GPO edition)
- b) CD-ROM (commercial product)
- c) GPO Access
- d) On-line commercial product
- e) Abridged GPO paper version
- f) Other

	No.	%
a	674	50
b	502	37
c	1162	85
d	420	31
e	767	56
f	95	7



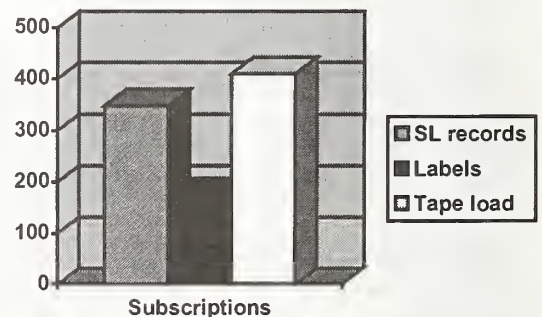
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	345	132	61	42	22	24	21	15	9	3
b	310	104	28	16	8	25	4	4	0	3
c	616	226	129	58	38	40	24	16	11	4
d	292	42	48	11	9	14	0	2	1	1
e	537	92	66	16	13	22	10	5	4	2
f	41	17	16	7	0	3	3	4	4	0

The responses indicated that libraries were providing a variety of access methods to the Monthly Catalog. Since the survey was taken, the number of libraries selecting the GPO CD edition (option a) has risen to 905 (67%), and the number selecting the abridged GPO paper edition (option e) has fallen to 336 (25%).

8. The depository **currently** subscribes to the following products and services: (Mark all that apply.)

- a) Shipping list records (by card, disc, FTP, etc.)
- b) Label service
- c) Current catalog tape load
- d) None of the above

	No.	%
a	348	26
b	176	13
c	410	30
d	778	57



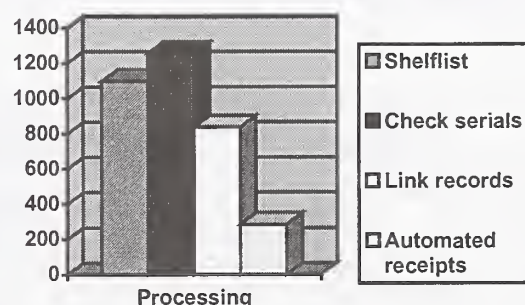
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	214	51	33	13	12	13	5	3	1	3
b	124	25	7	4	2	13	1	0	0	0
c	285	58	27	12	2	22	1	1	0	2
d	328	182	105	48	33	17	31	19	15	0

Fewer than a third of the libraries subscribe to any of these technical processing services, indicating that the majority are using in-house services, share-ware, or manual methods.

9. In processing documents, staff: (Mark all that apply.)

- a) Create a shelflist (electronic or paper)
- b) Check serials against a check-in record (electronic or paper)
- c) Link records on-line against a full MARC record (tape load records, OCLC, etc.)
- d) Create an automated record of receipts (may be a brief or partial record but not linked to a full MARC record)
- e) None of the above

	No.	%
a	1099	81
b	1257	92
c	839	62
d	286	21
e	6	0



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	572	219	127	59	29	31	32	19	8	3
b	641	247	148	65	42	39	26	21	16	2
c	443	140	121	44	27	25	14	16	6	3
d	152	43	47	12	14	7	6	5	0	0
e	2	2	0	0	1	0	0	0	0	1

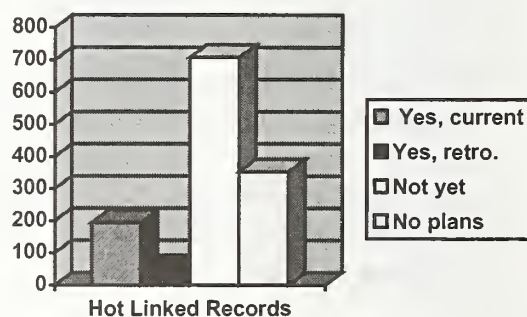
Piece-level accountability for depository materials is required by the Instructions to Depository Libraries.<sup>6</sup> This is normally accomplished through a shelflist, either paper or electronic. The requirement is also satisfied by linked records from tape loads, etc. (option c), as long as only actual receipts are included. Creating an automated record of receipts (option d) also fulfills the requirement.

## Internet

10. Are bibliographic records for "Internet only" documents "hot linked" in the library on-line catalog? (Mark all that apply.)

- a) Yes, for current records
- b) Yes, for retrospective records
- c) Not yet, but plan to
- d) No plans to include "Internet only" records in on-line catalog
- e) Lack an on-line catalog
- f) No government document records in on-line catalog

	No.	%
a	194	14
b	54	4
c	708	52
d	353	26
e	76	6
f	43	3



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	142	11	23	3	4	7	1	2	0	1
b	38	4	6	1	1	3	1	0	0	0
c	401	108	86	39	26	25	10	7	3	3
d	109	130	43	22	14	8	13	9	4	1
e	17	16	3	4	4	3	13	6	10	0
f	19	13	3	3	0	2	1	1	1	0

18% of the libraries reported that they already hot linked either current or retrospective records for Internet documents in the OPAC, and 52% of the libraries reported plans to do so.

11. The library has purchased site licenses in order to increase availability of FDLP products: (Mark all that apply.)

- a) STAT-USA
- b) National Trade Data Bank
- c) CenStats
- d) Monthly Catalog (commercial)
- e) United States Code
- f) Other
- g) None

	No.	%
a	213	16
b	112	8
c	68	5
d	153	11
e	57	4
f	97	7
g	1032	76



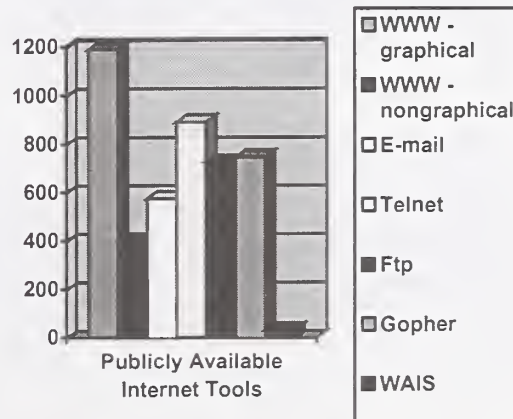
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	162	21	13	2	7	5	1	1	0	1
b	83	14	5	1	5	2	1	0	0	1
c	50	12	0	2	1	3	0	0	0	0
d	128	9	9	2	2	1	0	1	0	1
e	36	5	3	0	6	4	2	0	0	1
f	71	4	12	1	5	2	2	0	0	0
g	467	234	127	64	30	38	32	22	16	2

STAT-USA and commercial versions of the Monthly Catalog were the most popular products for which site licenses were purchased.

## 12. Internet tools available at public access workstations: (Mark all that apply.)

- a) WWW - graphical (Netscape, MS Internet Explorer, etc.)
- b) WWW - nongraphical (Lynx)
- c) e-mail
- d) telnet
- e) ftp
- f) gopher
- g) WAIS
- h) No current Internet access for the public, however, we plan to have such access within:
  - 6 months
  - 1 year
- i) No plans to have Internet access for the public by January 1, 1999.

	No.	%
a	1191	88
b	401	29
c	577	42
d	892	66
e	726	53
f	748	55
g	343	25
h 6 mo.	56	4
h 1 yr.	57	4
i	32	2



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	654	228	123	62	38	41	16	15	9	5
b	235	86	36	16	1	16	3	5	0	3
c	366	82	63	29	13	5	5	9	0	5
d	541	137	93	39	18	30	12	11	6	5
e	461	90	79	29	15	23	9	10	6	4
f	450	118	78	34	16	25	7	10	5	5
g	209	46	43	14	7	11	4	4	3	2
h 6 mo.	13	17	7	6	4	1	2	2	4	0
h 1 yr.	6	19	14	0	2	0	9	5	2	0
i	6	0	0	0	3	2	9	0	1	0

It would appear that access to the World Wide Web was nearly universal in depositories, and that the libraries offered a range of methodologies for access to it. Graphical Web access for the public increased from 38% in 1995<sup>7</sup> to 88% in 1997. Nongraphical Web access for the public increased only slightly, from 27% in November 1995<sup>8</sup> to 29% in the 1997 Biennial Survey.

### GPO Access Services (includes the Federal Bulletin Board and SuDocs Web pages)

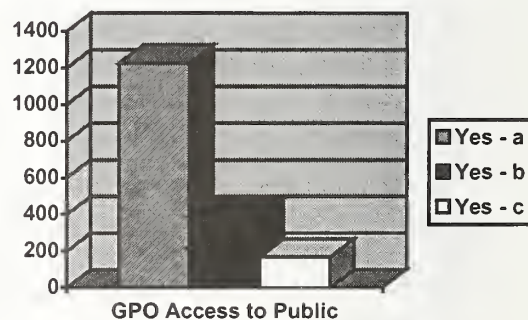
13. Does the library provide GPO Access services to the public? (Mark all that apply.)

Yes

- a) through the World Wide Web
- b) through another institution's gateway
- c) through library's own gateway

No

	No.	%
Yes - a	1227	90
Yes - b	386	28
Yes - c	169	12
No	90	7



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes - a	655	250	129	62	37	41	21	16	11	5
Yes - b	241	57	36	14	3	18	6	8	1	2
Yes - c	111	23	18	5	4	3	3	1	0	1
No	14	20	21	4	9	0	12	5	5	0

Only 7% of libraries indicated that they did not provide GPO Access to the public.

There may have been some definitional misunderstanding of the term gateway, since 169 libraries indicated that they provided access through their own gateways, but only a fraction of that number (37 in 1996) are gateway partners with GPO.

14. Use patterns of GPO Access services (Mark one response under both Staff and Patrons.)

a) Staff

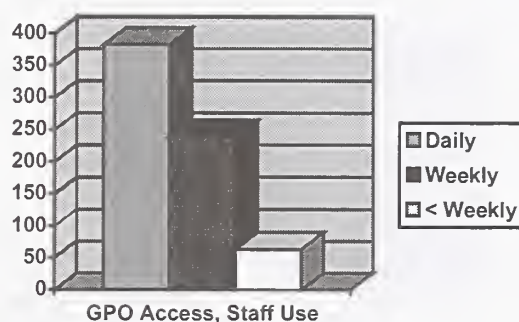
1. Daily or almost daily use by staff
2. Occasional use by staff (at least once a week)
3. Less than once a week use by staff
4. Not monitored
5. Not used

b. Patrons

1. Daily or almost daily use by patrons
2. Occasional use by patrons (at least once a week)
3. Less than once a week use by patrons
4. Not monitored
5. Not used

Staff

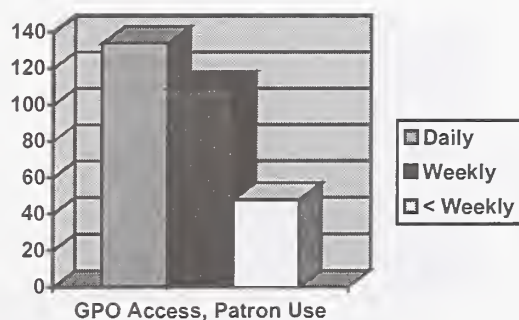
	No.	%
a - 1	383	28
a - 2	239	18
a - 3	64	5
a - 4	646	47
a - 5	26	2



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a - 1	211	84	31	17	16	15	2	3	3	1
a - 2	113	52	29	13	7	6	8	4	6	1
a - 3	27	13	7	7	0	3	4	2	1	0
a - 4	326	122	85	31	21	21	19	13	5	3
a - 5	6	5	4	2	3	0	4	1	1	0

Patrons

	No.	%
b - 1	134	10
b - 2	109	8
b - 3	48	4
b - 4	974	72
b - 5	92	7



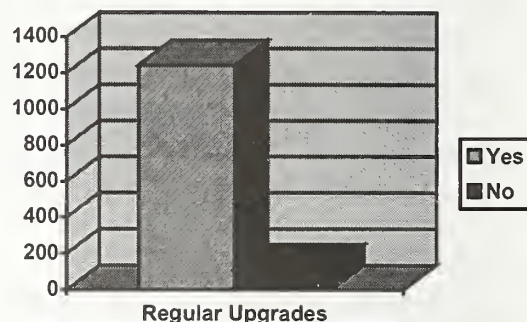
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
b - 1	88	20	5	5	7	5	2	0	1	1
b - 2	63	20	12	3	3	7	1	0	0	0
b - 3	21	11	5	4	0	1	1	2	3	0
b - 4	497	191	123	54	31	29	23	15	7	4
b - 5	14	34	11	3	6	3	10	6	5	0

46% reported daily or weekly use by staff, and 18% reported daily or weekly use by patrons. However, 47% of the libraries did not monitor staff use, and 72% did not monitor patron use, so these figures are inconclusive.

## Equipment

15. Are software and hardware regularly upgraded to meet the demands of expanding technology? (Mark one response.)

	No.	%
Yes	1244	91
No	114	8



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes	640	239	145	64	45	38	32	21	16	4
No	43	37	11	6	2	7	5	2	0	1

All but 8% of the respondents indicated that hardware and software were regularly upgraded.

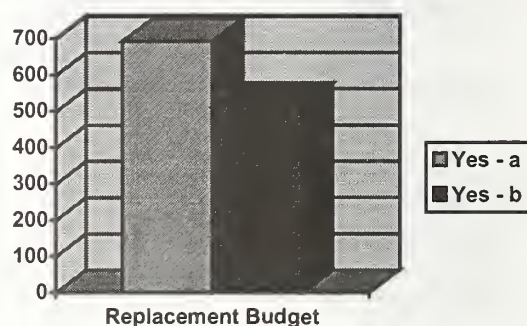
16. Is there a budget for software and hardware replacement? (Mark one response.)

Yes

- a) funding is adequate
- b) funding is inadequate

No

	No.	%
Yes - a	695	51
Yes - b	516	38
No	147	11



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes - a	348	126	103	25	26	22	17	10	15	3
Yes - b	261	123	40	33	14	20	15	8	0	2
No	74	27	13	12	7	3	5	5	1	0

51% had a budget for upgrades with adequate funding; and an additional 38% had a budget but inadequate funding. 11% had no budget for these expenses.

17. Depository CD-ROMs are currently accessible:

a. Yes, from: (Mark all that apply.)

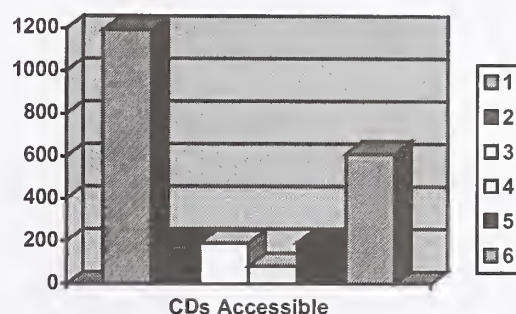
1. Stand alone workstation(s)
2. Documents or reference department Local Area Network (LAN)
3. Library wide-LAN
4. Wide Area Network (WAN), beyond the library (i.e. campus wide)
5. Internet
6. Circulation to patrons

b. No (Mark one response.)

1. We have CD-ROM capability, but we do not select depository CDs.
2. We select depository CDs, but we do not have CD-ROM capability.
3. We do not have CD-ROM capability nor do we select depository CDs.

Yes

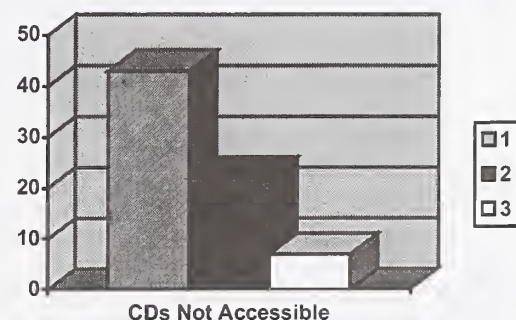
	No.	%
a - 1	1193	88
a - 2	184	14
a - 3	192	14
a - 4	85	6
a - 5	195	14
a - 6	612	45



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a - 1	644	231	113	62	38	39	29	18	15	4
a - 2	105	39	9	4	10	8	4	3	1	1
a - 3	119	24	24	6	5	8	2	1	2	1
a - 4	63	7	6	2	4	1	0	2	0	0
a - 5	114	39	11	11	7	8	3	1	1	0
a - 6	380	97	40	28	16	32	8	8	0	3

No

	No.	%
b - 1	43	3
b - 2	22	2
b - 3	7	1

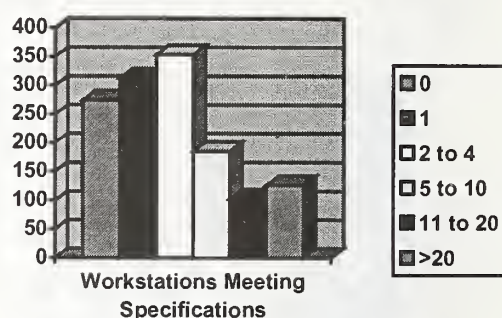


	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
b - 1	8	4	16	1	4	1	4	3	1	1
b - 2	5	9	5	2	0	0	1	0	0	0
b - 3	1	2	3	1	0	0	0	0	0	0

All but 6% of respondents made depository CDs accessible, the vast majority through stand-alone workstations.

18. How many depository public computer work stations **essentially meet** the "Recommended Specifications for Public Access Work Stations in Federal Depository Libraries" issued in June 1997? (Mark one response.)

	No.	%
0	275	20
1	313	23
2-4	354	26
5-10	186	14
11-20	103	8
>20	127	9

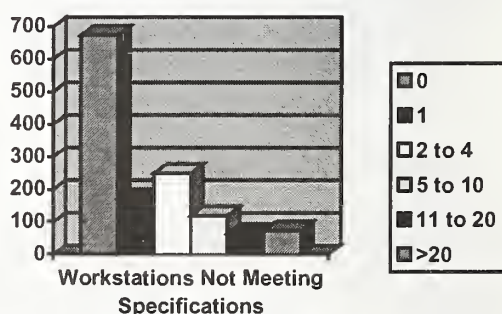


	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
0	105	76	45	7	10	7	14	6	3	2
1	132	74	35	21	12	10	11	7	10	1
2-4	187	59	39	18	12	19	11	6	3	0
5-10	107	39	11	13	7	7	0	1	0	1
11-20	69	15	9	7	1	1	0	1	0	0
>20	83	13	17	4	5	1	1	2	0	1

20% of the respondents indicated having no public use workstations that met the recommended specifications. 63% reported having at least one and up to 10 workstations that did meet the specifications.

19. How many depository public computer work stations **do not meet** the "Recommended Specifications for Public Access Work Stations in Federal Depository Libraries" issued in June 1997? (Mark one response.)

	No.	%
0	674	50
1	173	13
2-4	250	18
5-10	120	9
11-20	66	5
>20	74	5

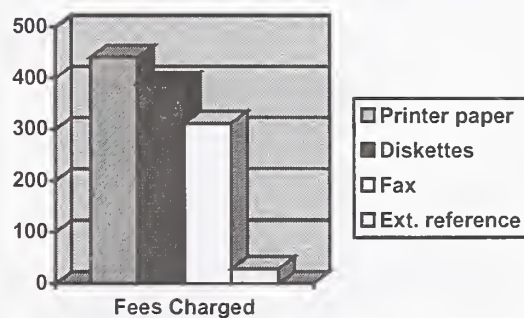


	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
0	316	125	96	38	28	18	23	12	16	2
1	88	43	11	5	5	8	10	3	0	0
2-4	124	56	24	15	8	15	3	4	0	1
5-10	61	25	15	9	3	4	1	0	0	2
11-20	41	17	5	1	1	0	0	1	0	0
>20	53	10	5	2	1	0	0	3	0	0

81% of the respondents indicated that they had no more than 4 public use workstations that did not meet the specifications.

20. Does your library charge a fee for the following services? (Mark all that apply.)

- a) Printer paper
- b) Formatted floppy diskettes for downloading
- c) Fax
- d) Extensive reference service
- e) None of the above



	No.	%
a	441	32
b	388	29
c	312	23
d	29	2
e	656	48

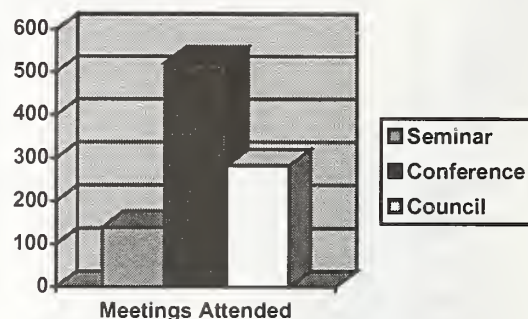
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	140	179	33	26	2	24	18	14	5	0
b	187	133	18	11	1	18	8	9	3	0
c	113	92	52	7	0	15	18	14	1	0
d	10	16	0	0	2	1	0	0	0	0
e	389	54	84	35	42	17	13	6	11	5

About one third of the respondents charged for some services, primarily printer paper, diskettes, and faxing. Only 2% charged for extensive reference service.

## Staff Training

21. Has the person responsible for the depository collection attended the GPO national meetings listed below in the last three years? (Mark all that apply.)

- a) Interagency Depository Seminar
- b) Federal Depository Conference
- c) Depository Library Council
- d) None of above



	No.	%
a	140	10
b	522	38
c	283	21
d	733	54

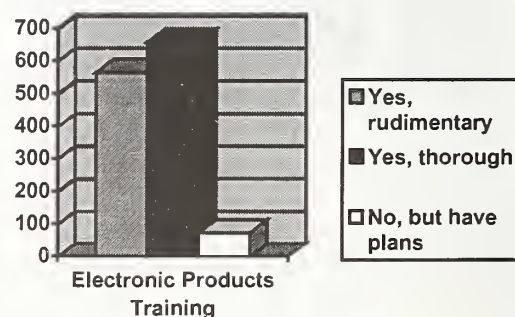
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	68	31	13	4	10	7	2	1	3	1
b	307	69	63	9	26	27	6	5	7	3
c	174	45	38	5	6	12	1	1	1	0
d	328	179	80	54	19	16	30	18	7	2

The Federal Depository Conference was the most popular GPO offering attended by depository library staff, as it attracted participants from nearly 40% of the libraries.

22. Are depository staff adequately trained to assist the public in the use of electronic Government information products? (Mark all that apply.)

- a) Yes
  - 1. Staff has "rudimentary knowledge" such as knowing where the products and documentation are located, knowing how to mount the electronic products on the proper work station, and exit from the products.
  - 2. Staff have "thorough knowledge" of specific electronic publications and databases and can instruct users in the major software features of the products.
- b) No, but there are plans in place at the depository to get more training
- c) No

	No.	%
a - 1	567	42
a - 2	659	48
b	74	5
c	38	3



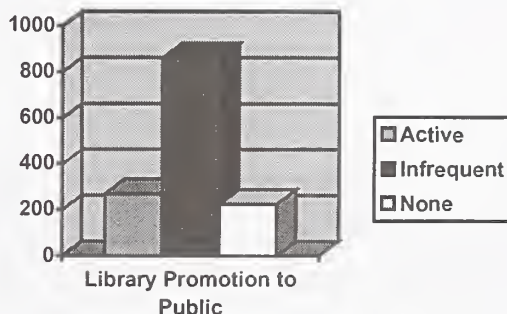
	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a - 1	260	128	78	32	12	19	20	9	8	1
a - 2	392	110	64	27	15	22	10	8	8	3
b	22	26	7	8	0	2	6	2	0	1
c	9	12	7	3	0	2	1	4	0	0

Only 48% of the respondents indicated having staff with thorough knowledge of specific electronic products, suggesting a broad-based need for more training. Nevertheless, only 5% of the respondents indicated that they have plans for additional training in the use of electronic publications.

## Miscellaneous

23. The library's promotion, e.g., flyers, newspaper articles, etc., of the depository to the general public can best be described as: (Mark one response.)

- a) Active, on-going promotion to the general public
- b) Infrequent promotion to the general public
- c) No promotion to the general public



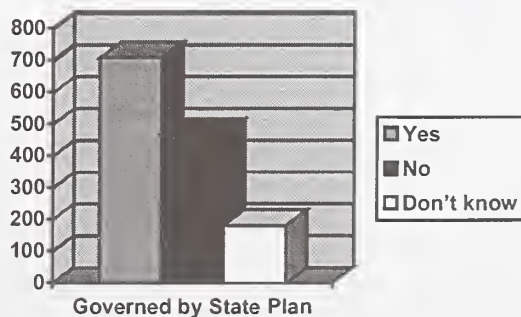
	No.	%
a	271	20
b	861	63
c	226	17

	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	146	71	17	12	4	9	4	6	1	1
b	436	189	92	54	20	30	19	11	7	3
c	101	16	47	4	23	6	14	6	8	1

80% of the libraries did infrequent or no promotion of the program to the public.

24. Is your Federal depository operation governed by a State Plan for providing Government information services, including such elements as interlibrary cooperation, advisory group, coordination of training, etc.? (Mark one response.)

- a) Yes
- b) No
- c) Don't know



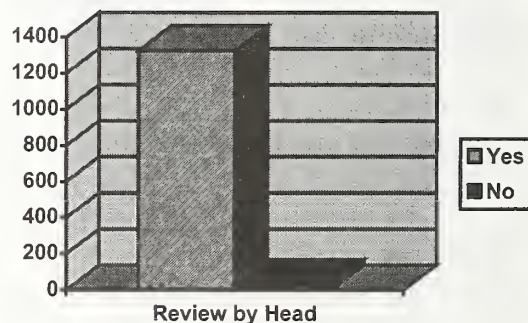
	No.	%
a	709	52
b	467	34
c	182	13

	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
a	381	159	71	38	5	26	16	9	1	3
b	216	82	63	18	34	15	16	10	11	2
c	86	35	22	14	8	4	5	4	4	0

Nearly 50% of the respondents did not have a state plan or did not know if they had one.

25. The Head of the Library must review these survey responses for accuracy. Has he or she done so? (Mark one response.)

	No.	%
Yes	1326	97
No	32	2



	Acad. General	Public	Law School	Comm. College	Federal Agency	State Library	State Court	Special	Federal Court	Service Acad.
Yes	668	268	154	69	44	44	36	23	15	5
No	15	8	2	1	3	1	1	0	1	0

<sup>1</sup> Electronic Capabilities of Federal Depository Libraries, Summer 1994 (Washington, GPO, 1995) p. 38

<sup>2</sup> Report Results for Biennial Survey of 1995 (unpublished) p. 1

<sup>3</sup> Ibid., p. 1

<sup>4</sup> McClure, Charles R. and Peter Hernon. Users of Academic and Public GPO Depository Libraries (Washington, GPO, 1989) p. 41

<sup>5</sup> Electronic Capabilities of Federal Depository Libraries, Summer 1994, p. 38

<sup>6</sup> Instructions to Depository Libraries (Washington, GPO, 1992) p. 9

<sup>7</sup> "1995 Biennial Survey Update," in Administrative Notes, v. 17, no. 2 (Washington, GPO, 1/15/96) p. 9

<sup>8</sup> Ibid., p. 9







